



Customer Support Plan

ONLINE RESOURCES

PacketViper online services offer you time-saving tools to solve problems, answer questions, and improve knowledge and capability.

- **KnowledgeBase** – Search solutions and technical documents describing common problems and steps to resolve them at <http://support.packetviper.com/kb>
- **Create and Tracks a Case** – Create support cases, add comments, and view your status updates 24 hours a day.
- **Documentation and Announcements** – Updated product documentation, announcements, release notes, and alerts are posted regularly online for downloading and printing
- **Customer Portal** – List subscription keys and entitlements, manage host subscriptions, and download software

OPEN A SUPPORT CASE

- Create a case online (RECOMMENDED) at <http://support.packetviper.com>. Include your PacketViper hardware serial number (if applicable), problem description, severity, and attach relevant files and screenshots. Your case will be assigned to an engineer who will either contact you by phone or an email generated by comments added to your case. Your email replies will automatically append to the case. You may check the status of your case and provide comments at any time online.
- Call Support for Severity 1 (Network Down) issues. We recommend create a case online and referring to the case number when calling. To reach support, call 1-855-758-4737 and choose the support option from the menu.

SUPPORT PROGRAM SUMMARY

Support Entitlement	Enterprise Support	Premium Support*	Standard Support**
Support Availability	24x7x365 for Severity 1 Issues	24x7x365 for Severity 1 Issues	M-F, 8am-7pm ET
Support Coverage	Business Entity	Licensed Host	Licensed Host
# Support Incidents	Unlimited	12 / year	2 / year
Additional Incidents	\$0	\$99 / Incident	\$299 / Incident
Direct Routing to Level 2 Tech Support	Yes	No	No
Technical Account Manager	Yes	No	No
Target Response Times***			
Severity 1 - Critical	< 1 Hour (24x7)	< 2 Hours (24x7)	4 Business Hours
Severity 2 - High	< 2 Hours (9am-6pm ET 7 days)	< 2 Business Hours	< 8 Business Hours
Severity 3 - Medium	< 4 Business Hours	< 4 Business Hours	< 12 Business Hours
Severity 4 - Low	< 8 Business Hours	< 8 Business Hours	< 12 Business Hours
Target Follow-up Times			
Severity 1 – Critical: Every 4 hours until resolved or a workaround is in place.			
Severity 2 – High: Every business day until resolved or a workaround is in place.			
Severity 3 – Medium: Every 3 business days until resolved.			
Severity 4 – Low: Once per business week until resolved.			
Severity Definitions			
Severity 1 – Critical: Product is down and critically affects customer production environment. No workaround is yet available.			
Severity 2 – High: Product is impaired and customer production is up but impacted. No workaround is yet available.			
Severity 3 – Medium: A product function has failed and customer production is not affected. A workaround may or may not be available.			
Severity 4 – Low: Product function is not impaired and no impact to customer business. Includes feature, information, documentation, how-to, and enhancement requests from the customer.			

* Requires purchase of Premium Support for all subscriptions

** Included with current PacketViper subscription

*** Business Hours are 8am-7pm EST/EDT, Monday through Friday, excluding major holidays.

ESCALATE A CASE

- Escalate your case online if you require higher priority attention and response time from the assigned engineer.
- For critical escalations, update the case online and call support and ask to speak to the engineer or a Duty Manager. To reach support, call 1-855-758-4737 and choose the support option from the menu.